

September 8, 2006

RE: REQUEST FOR INFORMATION AND DEMONSTRATION

The State of Missouri, Department of Economic Development, Division of Workforce Development plans to acquire a software application to provide staff assisted and self assisted services to job seekers and employers, during Fiscal Year 2007 (which ends June 30, 2007).

As an initial step in the procurement process, the attached Request for Information and Demonstration has been prepared to assist the Division in fully understanding the software functionality and associated support services that are available in the marketplace.

If your organization (1) currently markets a software system and support services which satisfy the Division's requirements for the application as briefly outlined in the attached Request for Information and Demonstration and (2) is willing to demonstrate your product if requested by the State of Missouri, then please submit your written response to this document to my attention NO LATER THAN October 6, 2006 BY 5:00 p.m. by US Mail to Christy Clark; 421 East Dunklin; Jefferson City, MO 65101. (See Paragraph 5 of the attached Request for Information and Demonstration document for instructions regarding vendor response.)

Following review of the written responses and upon viewing any required demonstrations, the Division intends to competitively bid the software requirements by issuing the formal Request for Proposal document, including associated terms and conditions.

I sincerely appreciate your interest in this important software system for the Division. If you should have any questions regarding this document prior to submitting your response, please call me at 573-751-5466.

Sincerely,

Christy L. Clark  
ITSD-DED, IT Director

Attachment

<b>REQUEST FOR INFORMATION AND DEMONSTRATION</b>
TITLE: JOB SEEKER AND EMPLOYER SERVICES SOFTWARE SYSTEM
AGENCY: DIVISION OF WORKFORCE DEVELOPMENT
BUYER: CHRISTY CLARK
RESPONSE DUE NO LATER THAN OCTOBER 6, 2006 AT 5:00 PM

1. Purpose: Through this Request for Information and Demonstration (RFI&D), the State of Missouri, Department of Economic Development, Division of Workforce Development (DWD) desires to acquire information from vendors regarding software applications to provide staff assisted and self assisted services to job seekers and employers available in the marketplace which meet the specified requirements. (See Paragraph 5 of this document for instructions regarding vendor response.) The information received and the demonstrations seen in response to this document will be received by a steering committee and will serve as a basis for preparing the formal Request for Proposal (RFP) document which will be issued at a later date. (NOTE: A response to this RFI&D does not constitute a bid; however, any information or demonstration provided in a response to this RFI&D document may be considered as historical data by the State of Missouri in the actual RFP process.).

(NOTE: PURSUANT TO RSMo. 610.022 "OPEN RECORDS LAW", ALL DOCUMENTATION SUBMITTED IN RESPONSE TO THIS RFI&D SHALL BE CONSIDERED PUBLIC INFORMATION.

2. Background: DWD's mission statement is:

"To foster a skilled workforce to increase Missouri's economic growth by serving businesses and empowering job seekers through a customer-centered, accountable, streamlined system."

DWD is committed to the attainment of the above mission through cooperative efforts with partner agencies at Missouri Career Centers. Services will reflect the guidance of the local Workforce Investment Boards through the Missouri Training and Employment Council in tailoring those services to meet the evolving standards of customers.

- 2.1 DWD's recruiting and training services offered to employers include:

Missouri Customized Training Program  
Community College New Jobs Training Program  
Missouri Training and Employment Council (MTEC)  
Missouri Employer Committee (MEC)  
Re-employment Services for Unemployment Insurance  
Claimant Program  
Welfare-to-Work Tax Credit  
Work Opportunity Tax Credit (WOTC)

## Foreign Labor Certification

### 2.2 DWD's services offered to job seekers include:

#### Job Search Assistance

Career Assistance Program (CAP)

Job Matching

Parents' Fair Share (PFS)

Missouri Employment and Training Program (METP)

Vocational Counseling

Workforce Linkage

Rapid Response Program

Veterans' Employment Services

Worker Adjustment and Retraining Notification (WARN) Act

Migrant and Seasonal Farmworker Program

#### Training Opportunities

Trade Adjustment Assistance (TAA)

Dislocated Worker Program

Adult Workforce Development Programs

Youth Workforce Development Programs

### 2.3 Additional DWD services include:

Labor Market Information/MERIC

Missouri Women's Council

### 3. Technical Specifications: Consideration will be given to fully integrated "off the shelf" software packages utilizing current technology.

3.1 The application must comply with United States Department of Labor reporting requirements.

3.2 The application must be web (internet) based.

3.3 The application should have a high degree of compliance with Federal Section 508 Standards.

3.4 The users of the application will include departmental staff, employers and citizens.

3.5 The application must provide state of the art security protection, to prevent unlawful or inappropriate usage.

3.6 The application must protect the confidentiality of all information in its database. This includes, but is not limited to, all appropriate job seeker and employer data.

3.7 The application must be "user friendly" to a large and diverse customer base. This includes, but is not limited to, provision of Graphical User Interfaces (GUI) wherever appropriate.

- 3.8 The application must have provision for interfacing with all services detailed in Section 2 above, and to external State agencies and systems.
- 3.9 The application must provide satisfactory response time and conform to other reasonable performance measurement expectations.
- 3.10 All modules of the application must be fully integrated and use a single database conforming to industry standards.
- 3.11 The application must be compatible with current PC software (e.g., Windows XP Operating System), PC hardware, printers, etc.
- 3.12 Recommended software requirements and recommended hardware requirements must be provided.
- 3.13 All modules of the application must have the capability of generating reports per customer specifications, and reports must be easily importable or savable into *MS Excel* spreadsheets and/or *MS Access* databases.
- 3.14 The application must have the ability for authorized staff to provide appropriate levels of system access to end users, based on user needs.
- 3.15 Customizable components/features and level of expertise needed to perform customizations must be identified.
- 3.16 The application will have the desired functionality for each of the following areas:

<b>functional requirements</b>	
F-01	Applicant Self Service - Perform Unassisted Job Seeker Registration
F-02	Complete Staff Assisted Job Seeker Registration
F-03	Perform Staff Assisted Job Search
F-04	Refer to a Job
F-05	Refer to a Job - Maintain Referrals
F-06	Refer to a Job - Create Job Seeker Call-In
F-07	Refer to a Job - Job Seeker Functionality
F-08	Refer to a Job - Business Functionality
F-09	Match Job Seeker to a Job Order
F-10	Develop a Job
F-11	Perform Customer Assessment

F-12	Service Provider Assessment/Roadmap
F-13	Generate a Roadmap of Services
F-14	Sign up for a Workshop
F-15	Refer to Career Counseling
F-16	Determine Service Strategy
F-17	Submit Transportation Reimbursement Expense
F-18	Transportation Expenses for Career Assistance Program Applicant and Missouri Employment and Training Program Recipient
F-19	Submit Work Related Expenses
F-20	Supportive Services
F-21	Add New Employer
F-22	Create Job Order
F-23	Case Management
F-24	Record Migrant Seasonal Farm Worker Outreach Activities
F-25	Record Quarterly Migrant Seasonal Farm Worker Compliance
F-26	Process Temporary Waiver and Planned Gap
F-27	Maintain Job Seeker Address
F-28	Process Parents Fair Share Assessment
F-29	Record Job Seeker Test Score
F-30	Process Worker
F-31	Process Family Support Division Referral
F-32	Process Conciliation and Sanctioning
F-33	Assign a Service Provider to a Job Seeker
F-34	Transfer Job Seeker to a Location
F-35	Record Migrant Seasonal Farm Worker Complaints
F-36	Process Tax Credit
F-37	Maintain On the Job Training Contract
F-38	On the Job Training

F-39	Refer to Vocational Education and Training
F-40	Verify Provider
F-41	Adult and Literacy Training
F-42	Monitoring Soft Exits
F-43	Record Follow-up Service
F-44	Messaging
F-45	Send Out Ad Hoc Mailings
F-46	Generate Notification or Tickler
F-47	Notifications - Maintain Business
F-48	Process Alerts
F-49	Trade Act Integration
F-50	Create Individual Employment Plan
F-51	Financial Processing
F-52	Quality Assurance/Monitoring
F-53	Program Integration With Case Notes
F-54	Case Notes Business
F-55	Program Integration With Common Individual Employment Plan
F-56	Program Integration With Financial Aid Summary Page
F-57	Program Integration
F-58	Retrieve and Display Electronic Reference Material
F-59	Staff Notification of Customer Self Service
F-60	Follow up on Self Service Notification
F-61	Close Unfilled Job Orders
F-62	Perform Unassisted Job Search
F-63	Job Corps Integration
F-64	Maintain User Profile
F-65	Maintain Service Provider Location Information
F-66	Perform System Administrator Functions
F-67	Wagner Peyser

F-68	Dislocated Worker
F-69	Employer Services
F-70	Referral to Services
F-71	Self Sufficiency Performance Tracking
F-72	WARN Notification
F-73	Intelligent Search Capability on Resumes
F-74	Skills Matching with O*Net to Identify Job Families
F-75	Skills Based Search and Matching Capability
F-76	Registration Data Triggers Suggestions to User on Eligibility for Assistance Programs
F-77	Upload Job Seeker Resume
F-78	Alternate Jobs For Dislocated Worker Based Upon Skills
F-79	Match Job Seeker Skills to Job Order Criteria
F-80	UI Recipient Under the Worker Profiling System
F-81	Bar code reading capability
F-82	Service locator and location specific resources
F-83	Job search spider integration
F-84	Business Case Management
F-85	Create Ad Hoc Report Use Case
F-86	Skills Based Search and Matching Capability
<b>reporting requirements</b>	
R-01	Create Ad Hoc Report
R-02	Monthly Work Activities
R-03	Quarterly Payments
R-04	Temporary Assistance Employer
R-05	Enrollment and Activities
R-06	Workforce Investment Act Clients
R-07	Alerts
R-08	Food Stamps Work Registrants Served
R-09	Call In

R-10	Activity Hours
R-11	Workforce Investment Act Activity and Family
R-12	Missouri Rapid Application Process Statistics
R-13	Career Assistance Program Transfers
R-14	Reports Homepage
R-15	Workforce Investment Act Planned Gap
R-16	Workforce Investment Act Mass Layoff Plan
R-17	Payments
R-18	Employment and Training Temporary Assistance Training Related Expenses or Work Related Expenses Details by Region
R-19	Business and Associates
R-20	Missouri Rapid Application Process Alerts for Parents Fair Share
R-21	Workforce Investment Act Registrations By County
R-22	Workforce Investment Act Participant Summary
R-23	Career Center Goals
R-24	Auto-Match Unit
R-25	Market Penetration Regional Business and Job Seeker
R-26	Individual Training Accounts
R-27	Job Seeker Demographics Statewide
R-28	Workforce Investment Act Sub Contractors Summary Report
R-29	Individual Training Accounts - Department of Elementary and Secondary Education
R-30	Migrant Seasonal Farm Workers - Local Office Quarterly Labor Exchange Agricultural Reporting System
R-31	Migrant Seasonal Farm Workers Local Office Quarterly Compliance
R-32	Migrant Seasonal Farm Workers Agricultural Recruit System Job Orders
R-33	Migrant Seasonal Farm Workers Services - Part 1
R-34	Migrant Seasonal Farm Workers Equity Ratio Indicators - Part 3
R-35	Migrant Seasonal Farm Workers Minimum Service Level Indicator
R-36	Create Federal Report



R-37	Federal Report - Workforce Investment Act
R-38	Create Management Tool Report
R-39	System Scorecard Reporting
R-40	Generate State Report
R-41	Self Sufficiency Calculation
R-42	Foreign Labor Certification Reporting and Monitoring
<b>interface requirements</b>	
I-01	Receive External Unemployment Insurance Recipient Data
I-02	Worker Profile Department of Labor and Industrial Relations List
I-03	Worker Profile Activity
I-04	Receive external Temporary Assistance and Missouri Employment and Training Program data
I-05	Call In Letters
I-06	Department of Social Services Registration Data
I-07	Receive external new hire data
I-08	Receive External Unemployment Insurance Claimant Data
I-09	Department of Labor and Industrial Relations Unemployment Insurance Claimant Demographics
I-10	Department of Labor and Industrial Relations Wage Record
I-11	Receive Vocational Rehabilitation and Adult Basic Education Data
I-12	Receive Department of Labor and Industrial Relations Unemployment Insurance Master Employer Data
I-13	Receive Individual Training Accounts Summary Report Data
I-14	Send Department of Labor and Industrial Relations Unemployment Insurance 4-Week Reporting Data
I-15	Send Social Services Family Support Division Temporary Assistance and Missouri Employment and Training Program Alerts
I-16	Department of Social Services Activities Career Assistance program
I-17	Send Social Services Temporary Assistance and Parents Fair Share Activities
I-18	Send Social Services Temporary Assistance and Parents Fair Share Payments Data
I-19	Department of Social Services Training Related Expenses Career Assistance Program - Expense Travel Related

I-20	Department of Social Services Training Related Expenses Career Assistance Program Reconciliation
I-21	Department of Social Services Training Related Expenses Missouri Employment and Training Program Reconciliation
I-22	Department of Social Services Training Related Expenses Career Assistance Program Return Aged Payments
I-23	Department of Social Services Training Related Expenses Career Assistance Program Reload Aged Payments
I-24	Department of Social Services Training Related Expenses Career Assistance Program Electronic Bank Transfer Report
I-25	Send Statewide Advantage for Missouri (State Accounting System) Parents Fair Share Training Related Expenses Payments Data
I-26	Department of Social Services Training Related Expenses Career Assistance Program Parents Fair Share State Accounting System (Statewide Advantage for Missouri) Check Data Reconcile
I-27	Send Social Services Parents Fair Share Payments for Quarter Data
I-28	Send Social Services (Missouri Resource Assessment Partnership) Application
I-29	Send Federal Reporting Data to Planning and Research Section
I-30	Federal Reports - Trade Act Customers Trade Act Performance Report Quarterly
I-31	Federal Reports - Wagner Peyser Annual
I-32	Federal Reports - Wagner Peyser Quarterly
I-33	Federal Reports - Workforce Investment Act Standardized Record Data Annual
I-34	Federal Reports - Workforce Investment Act Standardized Record Data Annual Sampling
I-35	Federal Reports - Workforce Investment Act Performance Annual
I-36	Federal Reports - Workforce Investment Act Performance Quarterly
I-37	Data Acquisition Methods for Exporting Federal Reporting Data
I-38	Data Acquisition Methods for Exporting Parents Fair Share Child Support Enforcement
I-39	Data Acquisition Methods for Missouri Employment and Training Program
I-40	Data Acquisition Methods for Receiving Child Support Enforcement
I-41	Data Acquisition Methods for Receiving Parents Fair Share Referrals
I-42	Department of Revenue - New Hire

I-43	Receive Other Data (As Identified) Through Defined Interfaces
I-44	Send Other Data (As Identified) Through Defined Interfaces
I-45	Other Data Acquisitions (As Identified) Through New Interfaces (Up to 2)

4. Contractor Performance Requirements: DWD anticipates the need for the following support services, at a minimum:

Installation and configuration

Training

Consulting

Conversion

Ongoing maintenance and technical support

Written user and operating manuals

5. Vendor Response to Request for Information: Please fully describe how your organization could satisfy the requirements identified herein. Copies: The vendor's response to the RFI&D should include an original document, plus seven copies for a total of **eight (8)** documents. **In addition, the vendor should provide electronic copies of their entire RFI&D response on CD(s), including all exhibits and/or attachments, in Microsoft-compatible format WITH THE ORIGINAL DOCUMENT AND WITH EACH OF THE RESPONSE COPIES.**

a. Both the original and the copies should be printed on recycled paper and double sided. All proposals and copies should minimize or eliminate the use of non-recyclable materials such as plastic report covers, plastic dividers, vinyl sleeves, and binding.

b. The response should be page numbered.

- 5.1 A brief Executive Overview/Summary of the proposed application, intended for review by management level personnel, must be included.
- 5.2 A detailed response intended for review by technical end users of the software must be included. This detailed response should include a complete description of how the application fulfills the requirements specified in Technical Specifications (Section 3) above. Please be sure to describe additional features/functionality not mentioned in Section 3.

- 5.3 Vendor's detailed response should also include a complete description of vendor support offerings, including ongoing maintenance and technical support, installation, training, consulting and conversion as well as any additional support services which would be necessary for successful implementation of vendor's software.
- 5.4 Vendor may provide additional documentation for consideration such as video demonstrations, articles, brochures, etc.
- 5.5 Vendor is requested to include actual information rather than website links to the material.
- 5.6 While detailed pricing information is not required as part of this RFI&D, the vendor should explain in the detailed response the pricing and licensing structure of the application. Is the software licensed by user, workstation, site location, etc.? What pricing discounts do you offer?
- 5.7 References - The vendor should provide in the detailed response a complete list of all current customers (including all government customers) who have acquired and installed one of the vendor's products. The vendor should include at least three references (preferably government customer references). Reference information should include the following:

- Company name
- Contact name
- Contact's title
- City and state
- Area code and telephone number
- Email address
- Description of products
- Availability status if contact is requested  
by evaluation team

- 6. Demonstration Requirements: After reviewing the responses to this document, the vendor may be requested to give a system overview presentation, followed by a detailed presentation. Following the presentations, the vendor may be requested to actually install the application on-site to allow DWD an opportunity to evaluate the software. October 16 through 18, 2006 have been designated as vendor demonstration dates.